



HOW DO I KNOW IF IT'S AN EMERGENCY ?

The management & maintenance staffs at Boston Realty Works, Inc. would like to take this opportunity to thank you for your understanding concerning the time that it takes to do work orders. We would like to remind you that the maintenance hours are Monday through Friday from 8:00am until 4:00pm. An

officer of the company is "on call" to handle *true* emergencies that occur at other times. Emergencies are as follows:

- * No heat
- * No hot water
- * No electricity (unit is completely void of electricity)
- * Water coming through ceiling
- * Overflowing sink ("back-ups", not stop-ups)
- * Stopped up toilet
- * Faucets running full force (Not just dripping or leaking)
- * Entrance door locks that are not working properly
- * Fire
- * Flood

All other maintenance problems will be handled during the normal work week

